

Quick Reference Guide (QRG)

**How To Register and Login to the Nokia
Support Portal and Partner Portal**

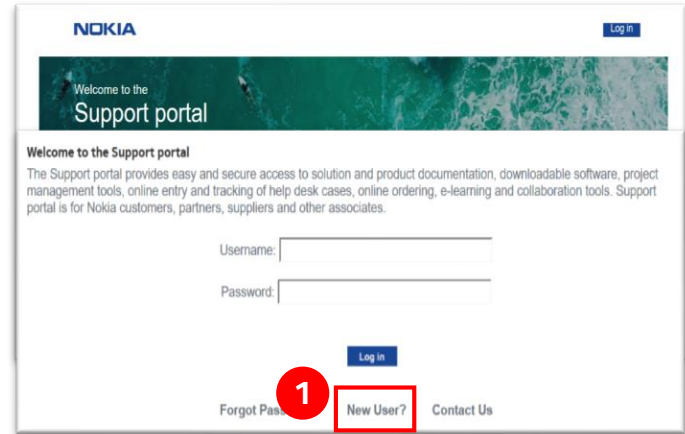
September 2019

How to set up your individual account with Nokia

Register on the Nokia Support Portal

Go to : www.partners.nokia.com/s/

1. Click **New User?**
2. Fill in the fields on the **User Registration** page using your business email address
3. Click **Continue**



NOKIA Log in

Welcome to the
Support portal

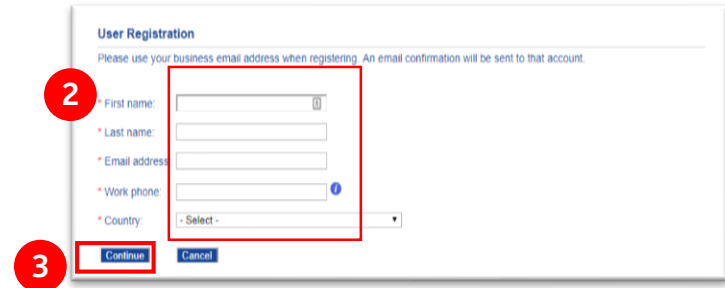
Welcome to the Support portal
The Support portal provides easy and secure access to solution and product documentation, downloadable software, project management tools, online entry and tracking of help desk cases, online ordering, e-learning and collaboration tools. Support portal is for Nokia customers, partners, suppliers and other associates.

Username:

Password:

Log in

Forgot Password **1** **New User?** Contact Us



User Registration

Please use your business email address when registering. An email confirmation will be sent to that account.

* First name:

* Last name:

* Email address:

* Work phone:

* Country:

3

How to set up your individual account with Nokia

One-Time Password

1. Locate an email from portal.support@nokia.com with your One-Time Password
2. Copy your One-Time Password from the email
3. Paste your One-Time Password into the One-Time Password field

Check your email spam folder if you cannot find this email in your inbox

1 Dear Nokia portal user,
Thank you for registering for the Nokia portal!
Below you will find your temporary Nokia portal password. Your userid will be your email ID.

Nokia portal support
Your password is: [Redacted]
If you do not receive a portal password, please contact Nokia portal support at portal.support@nokia.com.
Best regards,
Nokia Portal Support

New account registration takes place as follows:

- Your email address is verified using a One Time Password (OTP) sent to the email address you have provided.
- If you are an existing user, you will be able to retrieve your account and password.
- If you are new to the portal, you will be asked to provide the required account information in a second registration step and then your account details will be sent to you once created.

2 **Email verification**
Please enter the verification code received to your email ID and click "Validate".

One Time Password :

Validate Cancel

3 Dear Requester,
Your One Time Password is **6X/p2v18**.
Please enter this in the One Time Password field.
If you need assistance with your Nokia portal account, please contact Nokia portal support at portal.support@nokia.com.
Best regards,
Nokia Portal Support

How to set up your individual account with Nokia

Fill in account request form

1. Indicate your relationship with Nokia to ensure that your Support Portal account is processed properly. Select “**Partner**” otherwise you will not receive access to the Nokia Partner Portal.
2. Company name
 - a) If the Support Portal recognises your email domain, it will display a list of company names that are already registered on the Support Portal.
 - Select your company name
 - If the drop-down list does not include your company name, select ‘Other’ and input your company name
 - b) If the Support Portal does not recognise your email domain, it will not be able to display your company name.
 - Input your company name
3. Provide your user details
4. Click “Submit”

Account Request Form

Please enter details to proceed with new Nokia Online account. Fields marked with * are mandatory.

Select your relationship with Nokia

Please define your relationship with Nokia. Your account will be created on this basis. If you don't know your relationship, please check with your Nokia contact.

* Relationship : Partner

Your company

Please provide your company name. If you don't know under what name your company is registered with Nokia, please check with your Nokia contact.

* Company name:

Accept the legal terms

We ask you to read and accept our [Legal Terms](#) in order to register you. All data submitted during this registration will be handled according to our privacy policy.

I accept the legal terms of this site I do not accept the legal terms of this site

Enter your personal information

Please provide information about yourself. All mandatory fields as indicated by a * must be completed to continue. Please enter all the phone numbers with country code in format: +0000000000.

User details

* First name: Jane
* Last name: Smith
* Address:
* Country: The Netherlands
* State: - Select -
* City: - Select -
* Postal code:

* Work phone: +31611223344
Mobile phone:
* Email: ask6862@lencom.com
Zone: (GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm

4

How to set up your individual account with Nokia

Look for emails from Nokia

You will receive three emails from portal.support@nokia.com

1. The first email **confirms registration** and provides a **URL to the Support Portal login page**
2. The second email provides your **Username**
3. The third email provides your **temporary password**

Dear Jane Smith,

Your new account request under company:'North Star Enterprise' has been registered with Nokia portal. Your Request will be processed within a maximum of 5 business days.

However You can still access Nokia portal, Please login with your email address and password that you will shortly receive in separate email.

1 You can access portal using link - <https://customer.nokia.com/portal>

If you need assistance with your Nokia portal account, please contact Nokia portal support at portal.support@nokia.com

Best Regards,

Nokia portal support

Dear Jane Smith

Welcome to Nokia portal!

Below you will find your Nokia portal username. To ensure account security and confidentiality, you will receive your Nokia portal password in a separate email message. After logging in to the Nokia portal, you will be required to change your password and should verify your contact information.

Nokia portal username: ask68662@encom.com

If you do not receive your password shortly or require other account assistance, please contact the Nokia portal support desk at portal.support@nokia.com

If you have further questions about the Nokia portal, please contact us.

Best regards,

Nokia portal support desk
Email: portal.support@nokia.com

2

Dear Nokia portal user,

Thank you for registering for the Nokia portal!

Below you will find your temporary Nokia portal password. Your user id will be your email ID.

Nokia portal password: [C7HAF1H7](#)

Your password is case sensitive. You can change your password at any time by clicking the 'change password' option next to your name in the portal header.

If you do not receive your username shortly or require other account assistance, please contact the Nokia portal support desk at portal.support@nokia.com.

Best regards,

Nokia portal support desk
Email: portal.support@nokia.com

3

Carefully read these emails and follow the instructions that are contained in each email in order to complete your registration process.

How to set up your individual account with Nokia

Reset temporary password

1. Click on the URL in the first email (<http://customer.nokia.com>)
2. You will be prompted to enter your **Username** (second email) and your **temporary password** from the third email
3. You will be requested to change your old (temporary) password
4. **Create a new password** and confirm your new password (remember this password)
5. Click **Change Password** to complete registration

Dear Jane Smith,

Your new account request under company:'North Star Enterprise' has been registered with Nokia portal. Your Request will be processed within a maximum of 5 business days.

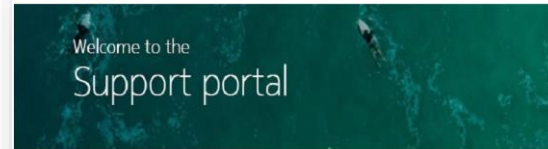
However You can still access Nokia portal, Please login with your email address and password that you will shortly receive in separate email.

1

You can access portal using link - <https://customer.nokia.com/portal>

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NOKIA



Welcome to the Support portal

Support portal provides easy and secure access to solutions and product documentation, downloadable software, project management tools, online entry and tracking of Help Desk cases, online order management and collaboration tools. Support portal is aimed for Nokia Customers, Partners and other Associates.

Please use your registered email address and password to login. Old NOLS usernames have been discontinued. Nokia users, please login using your new email address or (SL) credentials.

2

Username

3

Password

Password Change Request

Your password must follow these criteria:

- Minimum length 8 characters
- Includes minimum of one letter and non-alphabetic character
- Includes minimum of one number character
- 10 last passwords cannot be used

ask68662@iencm.com please change your current password before continuing.

3

Old Password*

4

New Password*

Confirm New Password*

5

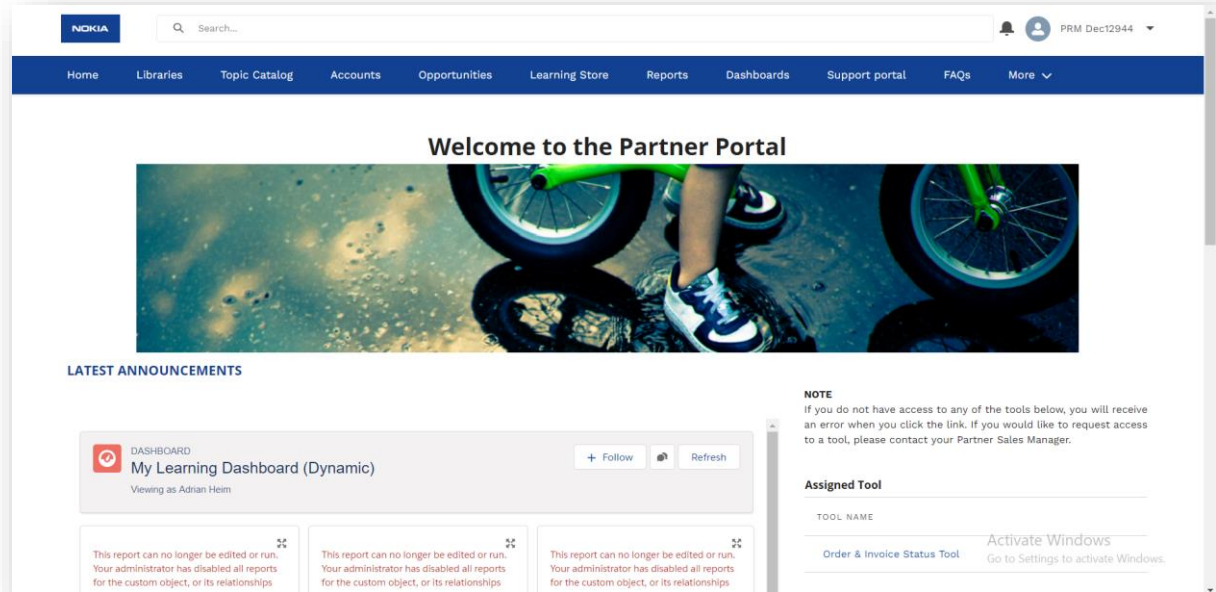
Change Password

Clear this form

How to set up your individual account with Nokia

Successful registration

Once you have successfully completed registration and the Support Portal recognized your company and email domain, you will automatically be directed to your Partner Portal home page



The screenshot shows the Nokia Partner Portal home page. At the top, there is a search bar and a user profile icon with the text "PRM Dec12944". Below this is a navigation menu with links for Home, Libraries, Topic Catalog, Accounts, Opportunities, Learning Store, Reports, Dashboards, Support portal, FAQs, and More. The main content area features a large banner image of a person riding a bicycle on a wet surface, with the text "Welcome to the Partner Portal" centered above it. Below the banner is a section titled "LATEST ANNOUNCEMENTS" which contains a dashboard widget for "My Learning Dashboard (Dynamic)" with a "Follow" button and a "Refresh" button. To the right of the dashboard is a "NOTE" section with text: "If you do not have access to any of the tools below, you will receive an error when you click the link. If you would like to request access to a tool, please contact your Partner Sales Manager." Below the note is an "Assigned Tool" section with a table containing one row: "Order & Invoice Status Tool" with a link to "Activate Windows" and a sub-link "Go to Settings to activate Windows."



Useful Tip:
Bookmark <https://www.partners.nokia.com/s/>

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If further research is needed to confirm your account

If the Support Portal did not recognise your company and email domain, you will be redirected to a Partner Portal page that informs you that you have limited access. Based on the information you provided during registration, your account could not be associated to an active Partner company. Nokia is researching your user registration in order to associate the right account and you will be notified by email of the outcome.

Welcome to the Partner Portal for Indirect Resellers

Welcome to the Nokia Partner Portal.
At this time we have granted you limited access to the Portal; however, based on the information you provided during registration, we are unable to associate you with an active Partner Company. We are researching your registration so that we can associate you to your account in our systems. When we are successful you will receive an email notification. If you have any questions with regard to the status of your account, please contact gss.partnersupport@nokia.com. Thank you for your patience.

Contact | Privacy | Terms | Cookies | Responsible Disclosure | Sitemap © Nokia 2018

How to navigate from Partner Portal to Support Portal and vice versa

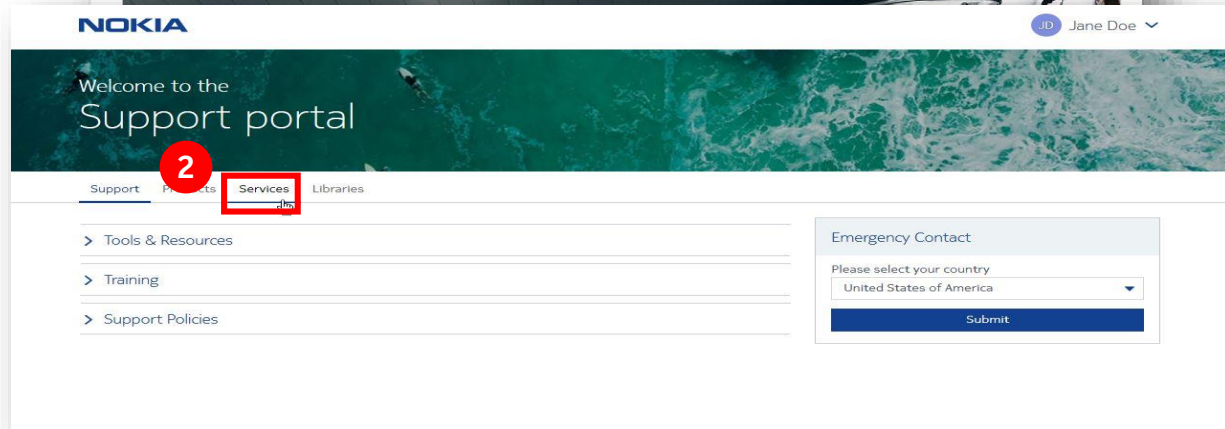
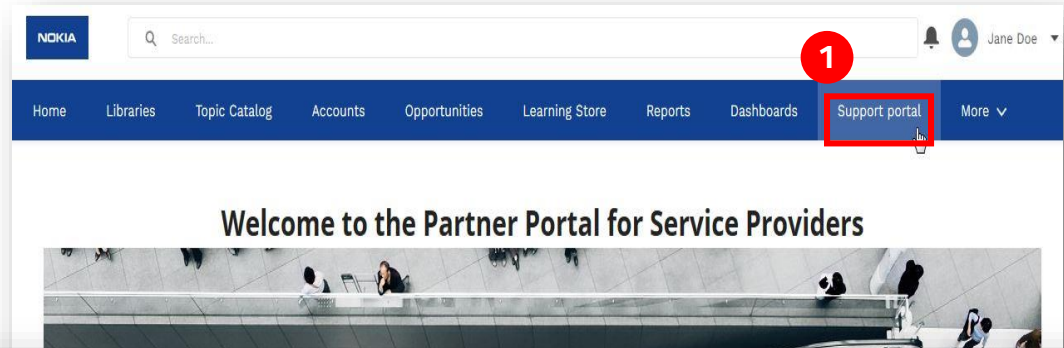
Navigate from Partner Portal to Support Portal (1/2)

<https://www.partners.nokia.com/s/>

From the **Partner Portal**

<https://www.partners.nokia.com/s/>

1. Click on the tab **Support Portal**
2. Click on the **Services** tab



Navigate from Support Portal to Partner Portal

From the **Support Portal**:

1. Click on the **Services** tab
2. Click on the **Partner Portal** tile which will direct you to the Nokia Partner Portal

The screenshot displays the Nokia Support Portal interface. At the top, the Nokia logo is on the left, and a user profile for 'Jane Doe' is on the right. Below the header, a navigation bar includes 'Support', 'Products', 'Services' (which is the active tab), and 'Libraries'. The main content area is titled 'Available Services' and features a 'Need help?' notification. Below this, there are several service tiles: 'Documentation: Doc Center', 'Collaboration: Services Collaboration', 'License Keys: Alcatel-Lucent Product Keys', 'Knowledge Base: PSP', 'Product Warranty Status (US Only)', 'Training: Nokia EDU', and 'Partner Portal'. The 'Partner Portal' tile is highlighted with a red rectangular box. A mouse cursor is positioned over the 'Partner Portal' tile. The URL at the bottom of the page is 'https://qccm-nokiapartners.cs19.force.com/s/'. The URL 'https://qccm-nokiapartners.cs19.force.com/s/' is visible at the bottom left of the screenshot.

Assistance

Technical Assistance

For assistance, send email to:
gss.partnersupport@nokia.com

- **Your Name** (requester)
- **Your Phone Number** (optional) in case of urgent need
- **Full name of Partner company**
- **Your country of residence**
- **Clear description of the query or problem** (screenshots with URLs if possible/relevant)



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